

10 June 1974

MEMORANDUM FOR: Deputy Director for Management and Services
SUBJECT : Procedure for Answering Agency Telephone

1. The Management and Services Advisory Group has received a suggestion that MSAG feels warrants your consideration.

2. In the "old days" the Agency telephone was answered by giving the extension number. Today the telephone is answered by saying, for example, "Life Sciences Division" or "LSD". If the telephone is answered LSD, the caller is not sure if he has the Life Sciences Division or Logistics Services Division. Some secretaries who answer the phone all day usually end up slurring, garbling, or mumbling the office name which does not sound very professional and the caller is not sure which office he has reached.

3. The suggestion that it be at the option of the component to answer the Agency telephone by extension number is submitted for your consideration.

MSAG

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MEMORANDUM FOR: Executive Officer to the Deputy Director
for Management and Services

SUBJECT : Agency Classified Bulletin Board

1. The MSAG suggests the use of the classified bulletin board to promptly disseminate new information to Agency employees and to remind personnel of information that they may have forgotten or that has not been publicized recently. There is often an appreciable time lag between the adoption of a new policy and its distribution, and we believe periodic reminders pertaining to overseas travel, financial benefits of language training, non-staff personnel use of the North cafeteria, etc., would be useful to many employees.
2. We believe information in both of these categories can be publicized by posting a "Did you know" or "How about this" notice on the classified bulletin board. Many of these items could be presented in one-line statements, followed by instructions on where full details are available. Three to seven such items could be presented on one notice. A new item would be added to the top of the list each week, moving older items down, and eventually each item would be deleted after reaching the bottom of the list. This should allow enough exposure of the information and still allow new items to be entered frequently.
3. Other information which does not lend itself to captions could be explained in more detail. The attached notice regarding the establishment of MSAG is an example. This item could be listed by itself or as one of several items on the "Did you know" notice.
4. As this proposal is predominately personnel oriented, we recommend that its overall management be delegated to the Office of Personnel. Other Offices within the DDM&S, and perhaps other Directorates, should be asked to contribute items of information which they would like to have publicized in this manner.

The Management and Services
Advisory Group

Attachment:
As stated

Distribution:
Original & 1 - Addressee

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